



Faye Club Overview

Your Professional Services Membership



Accelerate User Adoption. Receive Premiere Support. Boost Productivity.

Faye Club Benefits Include:

- 5% off all professional services
- Dedicated Support Team
- Premium Service Level Agreements
- On-demand service hours
- Unlimited access to learning resources
- Custom reporting options
- Access to monthly CX learning webinars
- Your personal CRM administrator
- Access to award winning tools
- User Adoption Programs
- Unlimited support programs
- Data purification programs
- Voice of the customer programs
- And much more



Faye Club is for clients looking to break-away from ordinary support programs.

A one-of-a-kind Services and Support Program



Faye Club Membership

Club Service Desk

- Unlimited email support
- Can be used for: general support tickets, administration requests or custom reports
- Includes Best Effort membership level of our Service Level Agreement (SLA)

Club Service Desk Pro

- Can be used for: support tickets, training, administration, advisory, custom reports, and development
- Up to 2 hours of work per month at Premium SLA, followed by perpetual Best Effort SLA
- Additional communications with us via phone, email, and Slack

Club Bronze Pack

- Includes Academy access, our self-service knowledge management portal with access to on-demand training and curated best practices content
- Up to 60 hours of Professional Services at a Premium SLA per year

Club Silver Pack

- Includes Academy access
- Up to 120 hours of Professional Services at a Premium SLA per year

Club Gold Pack

- Includes Academy access
- Includes Faye Club Tools, which is a library of Faye Plugins and a discount on Faye Software (where applicable)
- Up to 200 hours of Professional Services at a Premium SLA per year

Reach out the FayeBSG Team to Learn More
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